

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Aug-19**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Only one bill in a Financial Year	1,452	1,127	2,579	1,079	75	1,154	1,425
Final bill for vacation of premises /	5 days	45	106	151	106	3	109	42
Non payment of dues by the	15 days	9	193	202	190	1	191	11
Request for reconnection	24hrs	108	896	1,004	678	253	931	73
Consumer wanting disconnection	5 days	800	4,213	5,013	2,652	1,607	4,259	754